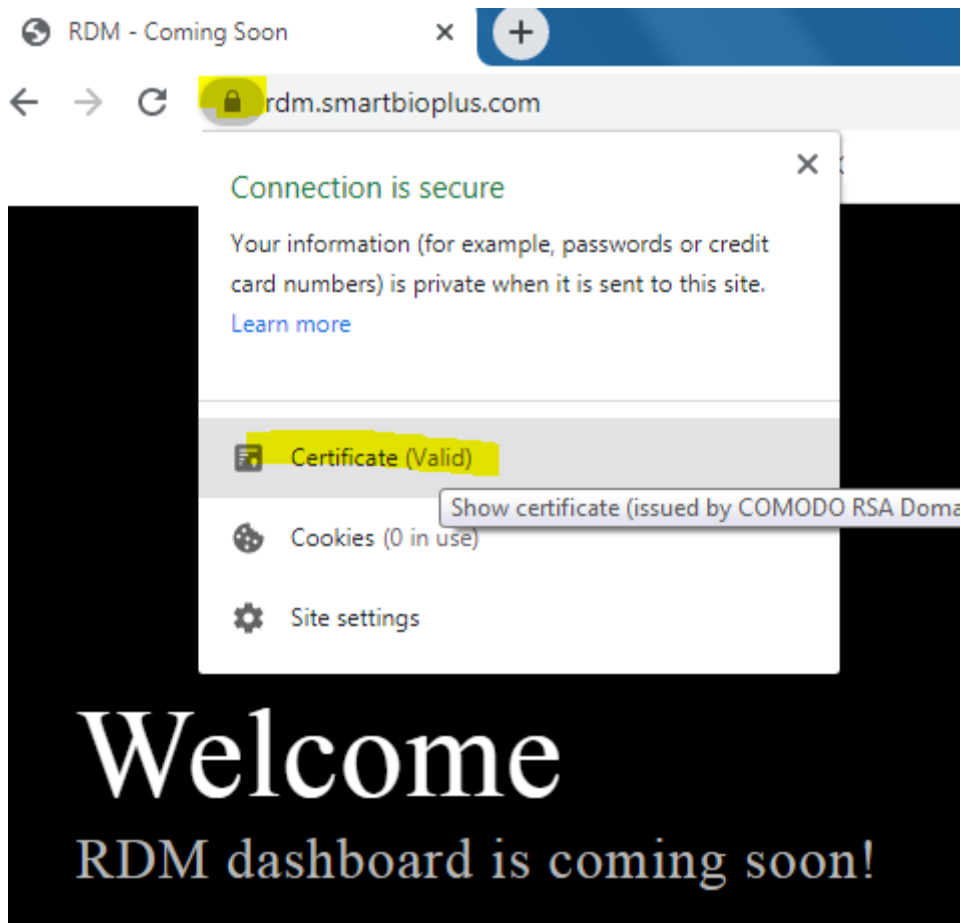
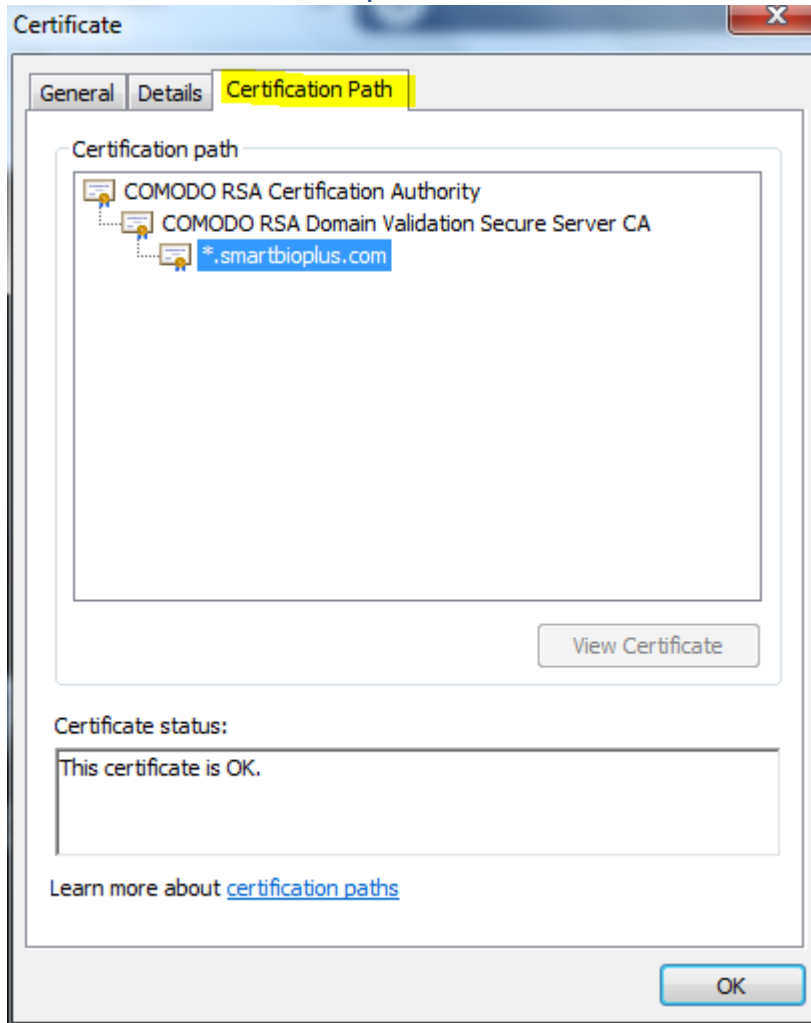


Error Code 12175 error
" Device registration failed. Press ok to retry".
Issue resolution

1. Run <https://rdm.smartbioplus.com> URL on google chrome browser.
2. Then click on lock sign and then click on Certificate(Valid)



3. Below window will be opened and then click on Certification Path.



4. Now check first certificate in trusted root certification authority under certificate manager which will be shown in above window. If it is not available there, then please install the same in trusted root certification authority
5. Again check rest certificates in intermediate certification authority under certificate manager and if the same is not installed then please install the same in intermediate certification authority
6. After that please restart RD service and check whether issue has been resolved or not.